

Patent  
Attorney's Docket No. 024944-123

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of

Bengt ENGSTROM et al.

Application No.: 09/718,385

Filed: November 24, 2000

For: INFORMATION SUPPORT  
SYSTEM

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)  
) Group Art Unit: 2173

)  
) Examiner: Cao H Nguyen

)  
) Confirmation No.: 3753

# 9  
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Technology Center 2100

REQUEST FOR RECONSIDERATION

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

In complete response to the Office Action issued on December 8, 2003,  
reconsideration and allowance of the above-identified application are respectfully  
requested. Claims 1-37 remain pending.

Applicants note that the Office Action does not indicate whether the drawings  
filed on September 12, 2003 have been accepted by the Examiner. Accordingly,  
Applicants respectfully request that the next Office Action contain an indication of  
whether these drawings have been accepted.

In the first paragraph of the Office Action claims 1-10 and 12-26 are rejected  
under 35 U.S.C. §102(e) as allegedly being unpatentable over U.S. Patent No.  
6,507,352 to Cohen ("*Cohen*"). This ground of rejection is respectfully traversed.

*Cohen* does not anticipate Applicants' claim 1 because *Cohen* does not  
disclose all of the elements of Applicants' claim 1. For example, *Cohen* does not  
disclose an information support computer being adapted to "receive an information  
support request from an information terminal, the request being related to detailed

support information for performing one of the activities" wherein the activities include mounting, dismounting and servicing a bearing or seal.

MPEP §2131.01 discusses the requirements for anticipation under 35 U.S.C. §102. This section, citing Verdegaal Bros. v. Union Oil Company of California, 814F.2d 628, 631, to U.S.P.Q.2d 1051, 1053 (Fed. Cir. 1987), states that a "claim is anticipated only if each and every element as set forth in the claim is found, either expressly or inherently described, in a single prior art reference." It is respectfully submitted that *Cohen* does not expressly or inherently describe all of the elements of Applicants' claim 1.

*Cohen* discloses an apparatus and method for displaying a menu with an interactive retail terminal. *Cohen* discloses the use of the interactive retail terminal with consumer electronics such as stereo receivers, VCR's, TV's, CD players, DVD players, and speakers. (Figure 41). *Cohen* discloses that the retail terminal can be configured such that the data storage requirements are provided at a remote location. (Column 9, lines 29-37). However, *Cohen* does not describe in detail a computer to which the interactive retail terminal is connected via a network. Accordingly, *Cohen* cannot disclose the information support computer recited in Applicants' claim 1. Moreover, *Cohen* does not even mention bearings or seals. Accordingly, *Cohen* cannot disclose an information support computer being adapted to "receive an information support request via a communication network from an information terminal, the request being related to detailed support information for performing one of the activities" wherein the activities include mounting, dismounting and servicing a bearing or seal as recited in Applicants' claim 1.

Nevertheless, the Office Action cites column 6, lines 13-67 of *Cohen* as allegedly disclosing the reception of an information support request. Column 6, lines 13-67 define the term "assisted retail functions", the term "unassisted retail functions", and describes the general construction of the retail terminal. However, this section does not disclose activities including mounting, dismounting and servicing a bearing or seal, and hence, cannot disclose an information support computer being adapted to "receive an information support request via a communication network from an information terminal, the request being related to detailed support information for performing one of the activities" as recited in Applicants' claim 1. Accordingly, *Cohen* cannot anticipate Applicants' claim 1. Claim 2 depends from claim 1, and hence, is not anticipated by *Cohen* for at least those reasons stated above with regard to claim 1.

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*Cohen* does not anticipate Applicants' claim 3 because *Cohen* does not  
disclose all of the elements of Applicants' claim 3. For example, *Cohen* does not disclose an information support computer which comprises "a processor which receives an information support request via a communication network from an information terminal, the request being related to detailed support information for performing one of the activities," wherein the activities include mounting, dismounting and servicing a bearing or seal as recited in Applicants' claim 3. As discussed above with regard to claim 1, *Cohen* does not even mention bearings or seals, and hence, does not disclose activities which include mounting, dismounting and servicing a bearing or seal. Therefore, *Cohen* cannot disclose the processor of Applicants' claim 3 which receives an information support request related to detailed support information for performing one of the activities" including mounting,

dismounting and servicing a bearing or seal as recited in Applicants' claim 3.

Accordingly, *Cohen* cannot anticipate Applicants' claim 3. Claims 4-10 variously depend from claim 3, and hence, are not anticipated by *Cohen* for at least those reasons stated above with regard to claim 3.

*Cohen* does not anticipate claim 15 because *Cohen* does not disclose all of the elements of claim 15. For example, *Cohen* does not disclose an information terminal which comprises "a processor which receives information support from an information support computer via a communication network after transmitting an information support request, related to at least one of the plurality of activities" wherein the plurality of activities include servicing, mounting and dismounting a bearing or seal as recited in Applicants' claim 15. As discussed above with regard to Applicants' claim 1, *Cohen* does not mention a bearing or seal, much less activities including servicing, mounting and dismounting a bearing or seal. Accordingly,

*Cohen* cannot disclose an information terminal which comprises "a processor which receives information support from an information support computer via a communication network after transmitting and information support request, related to at least one of the plurality of activities," wherein the plurality of activities include servicing, mounting and dismounting a bearing or seal as recited in Applicants' claim 15. Therefore, *Cohen* cannot anticipate Applicants' claim 15. Claim 16 and 17 depend from claim 15, and hence, are not anticipated by *Cohen* for at least those reasons stated above with regard to claim 15.

*Cohen* does not anticipate Applicants' claim 18 because *Cohen* does not disclose all of the elements of Applicants' claim 18. For example, *Cohen* does not disclose the step of "receiving an information support request at an information

support computer from an information terminal via a communication network regarding at least one of a plurality of activities that include mounting, dismounting and servicing a bearing or a seal" as recited in Applicants' claim 18. As discussed above with regard to claim 1, *Cohen* does not disclose activities that include mounting, dismounting and servicing a bearing or a seal. Accordingly, *Cohen* cannot anticipate the receiving step of Applicants' claim 18. Claims 19-25 variously depend from claim 18, and are, therefore, not anticipated by *Cohen* for at least those reasons stated above with regard to claim 18.

*Cohen* does not anticipate Applicants' claim 26 because *Cohen* does not disclose all of the elements of Applicants' claim 26. As discussed above with regard to claim 1, *Cohen* does not disclose servicing, mounting and dismounting a bearing or a seal. Accordingly, *Cohen* cannot disclose the step of "transmitting to an information support computer via a communication network an information support request relating to a bearing or seal using an information terminal." Additionally, *Cohen* cannot disclose the step of "receiving detailed information support at the information terminal from the information support computer via the communication network regarding the at least one activity involving the bearing or seal" as recited in Applicants' claim 26. Because *Cohen* does not disclose all the elements of Applicants' claim 26, *Cohen* cannot anticipate Applicants' claim 26.

Because *Cohen* does not describe in detail an entity which interacts with the retail terminal, if this ground of rejection is maintained Applicants respectfully request that the next Office Action identify the portion of *Cohen* which discloses the information support computer and the portion which discloses the information terminal recited in Applicants' claims.

For at least those reasons stated above it is respectfully requested that the rejection of claims 1-10 and 12-26 as allegedly being anticipated by *Cohen* be withdrawn.

In the third paragraph of the Office Action claims 11 and 27-37 are rejected under 35 U.S.C. §103(a) as allegedly being unpatentable over *Cohen* in view of the publication by Koyo Corporation "mounting and handling instructions" ("*Koyo*"). This ground of rejection is respectfully traversed.

The combination of *Cohen* and *Koyo* does not render Applicants' claim 11 unpatentable because the combination does not disclose or suggest all of the elements of Applicants' claim 11. For example, the combination of *Cohen* and *Koyo* does not disclose or suggest an information support computer "in which a format of the transmitted support information is in hypertext mark-up language (HTML)."

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The Office Action acknowledges that *Cohen* does not disclose or suggest support information in HTML, and instead relies upon pages 1-5 of *Koyo* as allegedly disclosing such. *Koyo* discloses mounting and handling instructions for pillow block bearing. However, *Koyo* appears to be a printed instruction manual. There is nothing in *Koyo* which even mentions HTML. Accordingly, *Koyo* cannot disclose or suggest support information in a HTML format. Because *Cohen* and *Koyo* each do not disclose or suggest support information in HTML format, the combination of *Cohen* and *Koyo* cannot render Applicants' claim 11 unpatentable.

The combination of *Cohen* and *Koyo* does not render Applicants' claim 27 unpatentable because the combination does not disclose or suggest the first and second interface elements recited in claim 27. The Office Action relies upon pages 2-5 of *Koyo* as allegedly disclosing the first and second interface elements recited in

Applicants' claim 27. However, as discussed above with regard to claim 11, *Koyo* appears to be a conventional printed instruction manual. *Koyo* does not even mention an interface element for entering a code associated with at least one of a bearing and a seal, or an interface element for selecting one of a plurality of types of service procedures for which service information is to be provided as recited in Applicants' claim 27. Because the combination of *Cohen* and *Koyo* does not disclose or suggest the first and second interface elements of Applicants' claim 27, the combination cannot render Applicants' claim 27 unpatentable.

It is noted that the Office Action has not indicated which portions of *Cohen* are being relied upon to reject Applicants' claim 27 and the Office Action has not provided motivation to combine *Cohen* and *Koyo* in the manner described in the Office Action to reject Applicants' claim 27. Because the Office Action has not indicated what portions of *Cohen* are being relied upon to reject Applicants' claim 27,

and because the Office Action has not provided motivation to combine *Cohen* and *Koyo* it is respectfully submitted that the rejection of Applicants' claim 27 in view of the combination of *Cohen* and *Koyo* is improper.

Claims 28-33 variously depend from claim 27, and hence, are patentably distinguishable over the combination of *Cohen* and *Koyo* for at least those reasons stated above with regard to Applicants' claim 27.

The combination of *Cohen* and *Koyo* does not render Applicants' claim 24 unpatentable because the combination does not disclose or suggest that "a selection of available alternatives for at least one the activities is transmitted from the information terminal to the information support computer" as recited in Applicants' claim 34. It is respectfully submitted that *Cohen* and *Koyo* each do not disclose or

suggest "a selection of available alternatives for at least one of the activities" wherein the activities include mounting, dismounting and servicing a bearing or seal.

Accordingly, the combination of *Cohen* and *Koyo* cannot render Applicants' claim 34 unpatentable. Claims 35-37 recite similar elements to those discussed above with regard to claim 34, and hence, are patentably distinguishable over the combination of *Cohen* and *Koyo* for similar reasons to those discussed above with regard to Applicants' claim 34.

For at least those reasons stated above, it is respectfully requested that the rejection of claims 11 and 27-37 is allegedly being obvious in view of the combination of *Cohen* and *Koyo* be withdrawn.

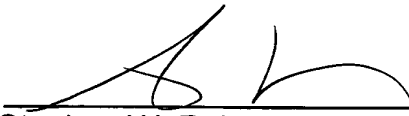
All outstanding objections and rejections having been addressed, it is respectfully submitted that the present application is in condition for allowance.

Notice to this effect is earnestly solicited. If there are any questions regarding this response, or the application in general, the Examiner is encouraged to contact the undersigned at 703-838-6578.

Respectfully submitted,

BURNS, DOANE, SWECKER & MATHIS, L.L.P.

Date: 3/3/04

By:   
Stephen W. Palan  
Registration No. 43,420

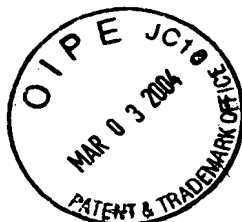
P.O. Box 1404  
Alexandria, Virginia 22313-1404  
(703) 836-6620



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Patent

Attorney Docket No. 024944-123



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of

Bengt ENGSTROM et al.

Application No.: 09/718,385

Filing Date: November 24, 2000

Title: INFORMATION SUPPORT SYSTEM

Group Art Unit: 2173

Examiner: Cao H Nguyen

Confirmation No.: 3753

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Technology Center 2100

AMENDMENT/REPLY TRANSMITTAL LETTER

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

Enclosed is a reply for the above-identified patent application.

- ☐ A Petition for Extension of Time is also enclosed.
- ☐ Terminal Disclaimer(s) and the ☐ \$55.00 (2814) ☐ \$110.00 (1814) fee per Disclaimer due under 37 C.F.R. § 1.20(d) are also enclosed.

☐ Also enclosed is/are \_\_\_\_\_  
\_\_\_\_\_  
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- ☐ Small entity status is hereby claimed.
- ☐ Applicant(s) requests continued examination under 37 C.F.R. § 1.114 and enclose the ☐ \$385.00 (2801) ☐ \$770.00 (1801) fee due under 37 C.F.R. § 1.17(e).
- ☐ Applicant(s) requests that any previously unentered after final amendments not be entered. Continued examination is requested based on the enclosed documents identified above.
- ☐ Applicant(s) previously submitted \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ on \_\_\_\_\_  
for which continued examination is requested.
- ☐ Applicant(s) requests suspension of action by the Office until at least \_\_\_\_\_, which does not exceed three months from the filing of this RCE, in accordance with 37 C.F.R. § 1.103(c). The required fee under 37 C.F.R. § 1.17(i) is enclosed.
- ☐ A Request for Entry and Consideration of Submission under 37 C.F.R. § 1.129(a) (1809/2809) is also enclosed.

- ☒ No additional claim fee is required.
- ☐ An additional claim fee is required, and is calculated as shown below.

AMENDED CLAIMS					
	No. of Claims	Highest No. of Claims Previously Paid For	Extra Claims	Rate	Additional Fee
Total Claims		MINUS =	0	x \$18.00 (1202) =	\$ 0.00
Independent Claims		MINUS =	0	x \$86.00 (1201) =	\$ 0.00
If Amendment adds multiple dependent claims, add \$290.00 (1203)					
Total Claim Amendment Fee					\$ 0.00
<input type="checkbox"/> Small Entity Status claimed - subtract 50% of Total Claim Amendment Fee					\$ 0.00
<b>TOTAL ADDITIONAL CLAIM FEE DUE FOR THIS AMENDMENT</b>					<b>\$ 0.00</b>

- ☐ A check in the amount of \_\_\_\_\_ is enclosed for the fee due.
- ☐ Charge \_\_\_\_\_ to Deposit Account No. 02-4800.

The Director is hereby authorized to charge any appropriate fees under 37 C.F.R. §§ 1.16, 1.17, 1.20(d) and 1.21 that may be required by this paper, and to credit any overpayment, to Deposit Account No. 02-4800. This paper is submitted in duplicate.


Respectfully submitted,

BURNS, DOANE, SWECKER & MATHIS, L.L.P.

P.O. Box 1404  
Alexandria, Virginia 22313-1404  
(703) 836-6620

Date: March 3, 2004

By

  
Stephen W. Palan  
Registration No. 43,420